

**DUTY STATEMENT**

GS 907T (REV. 04/02)

**SHADED AREA FOR HUMAN RESOURCES ONLY****INSTRUCTIONS:** Refer to the Payroll and Personnel Procedures Manual (PPPM) for Duty Statement Instructions.RPA-  
**EMS 019** EFFECTIVE DATE:

1. DGS OFFICE OR CLIENT AGENCY EMS Authority	POSITION NUMBER (Agency - Unit - Class - Serial)
2. UNIT NAME AND CITY LOCATED Paramedic Program	3. CLASS TITLE Program Technician III
4. WORKING HOURS/SCHEDULE TO BE WORKED 8 am – 5 pm Monday – Friday Flexible	5. SPECIFIC LOCATION ASSIGNED TO Sacramento
6. PROPOSED INCUMBENT (If known)	7. CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 312-900-9929-00x

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

**8. BRIEFLY (1 - 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS**

Under the general supervision of the Chief, EMS Personnel Division, the Program Technician (PT) III is responsible for successful performance of the following duties:

9. Percentage of time performing duties	10. Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>
45%	<p><b>ESSENTIAL FUNCTIONS</b></p> <p>The Program Technician III serves in a lead capacity in the Paramedic Program Unit (PPU) and is responsible for consultation in sensitive and complex program areas and provides technical support to the Paramedic Program Unit (PPU) in accordance with applicable laws, regulations and departmental policies and procedures and using a PC with Outlook, Microsoft Word, Excel, License 2000, and other appropriate software.</p> <p>In order to ensure accurate and timely assistance for the paramedic licensure applicants, the incumbent:</p> <ul style="list-style-type: none"> <li>• provides technical assistance to applicants for paramedic licensure, local EMS agencies, and EMS providers including out-of-state and out-of-country applicants, and licensure challenges from physicians, registered nurses and physician assistants by consultation using a telephone, composing letters, and in-person;</li> <li>• provides verbal and/or written direction regarding initial licensing, recertification, and National Registry examination information to other licensure staff in the PPU concerning the more technical aspects of paramedic licensure using knowledge of the regulations, policies, guidelines and procedures;</li> <li>• prepares letters of instruction and procedures for individuals, fire departments and other EMS providers, local EMS agencies, paramedic training programs, National Registry of Emergency Medical Technicians, Commission on EMS and EMS agencies of other states by utilizing in-depth program knowledge, researching issues and using appropriate software;</li> <li>• assists in the development and maintenance of office procedures and processes by performing research, using program knowledge and processes.</li> </ul>

25%	<p>In order to ensure all eligibility requirements are met (i.e., training, exam, fingerprinting, fee requirements, etc.) per PPU Policies and Procedures and appropriate provisions of the California Code of Regulations, the incumbent:</p> <ul style="list-style-type: none"> <li>• reviews information from the Department of Justice to determine if an investigation is required by applying knowledge of the program, policies and procedures;</li> <li>• confers with the Enforcement Unit supervisor and EMS Personnel Division Chief and recommends appropriate action for paramedics with criminal backgrounds;</li> <li>• reviews and audits renewal licensure applications using PPU Policies and Procedures;</li> <li>• updates paramedic licensure and personal information using a centralized licensure database (License 2000) and following PPU Policies and Procedures;</li> <li>• notifies applicants of any missing documentation by retrieving the appropriate letter from License 2000 and mailing it;</li> <li>• pends, tracks, cross-references and maintains the various applicant licensure documents until the individual's application package is complete using appropriate software and program knowledge;</li> <li>• licenses applicants who meet the eligibility requirements using the License 2000 system and knowledge of the program, rules and regulations;</li> <li>• notifies the Enforcement Unit when an applicant indicates in their application that there has been a criminal conviction or disciplinary action taken against them by making copies of application and documentation and delivering it to the Enforcement Unit.</li> </ul>
15%	<p>In order to facilitate the work of the Paramedic Program by serving as the Program liaison, the incumbent:</p> <ul style="list-style-type: none"> <li>• participates in quarterly meetings with the members of the California Paramedic Program Directors group and advises them of program updates and issues;</li> <li>• participates in committees and task forces, at the request of the HPM II, to develop development and revise regulations and guidelines.</li> </ul>
10%	<p>In order to ensure that office procedures and processes are maintained, the incumbent:</p> <ul style="list-style-type: none"> <li>• prepares and maintains the PPU's Records Retention Schedule by following prescribed rules, regulations and department policies and procedures;</li> <li>• assists with the storage and maintenance of hard copy files.</li> </ul>
	<p><b>MARGINAL FUNCTIONS</b></p> <p>5% Fills in for the PT II, and MST in their absence, and trains and oversees the work of the PT II, MST, RAs, and student assistants.</p> <p><b>KNOWLEDGE AND ABILITIES</b></p> <p><b>Knowledge of:</b> Modern office methods, equipment, and procedures and appropriate laws, rules, regulations, and policies of the State of California governing the program area(s) for which the examination is being administered.</p> <p><b>Ability to:</b> Perform clerical and technical work; follow directions; evaluate situations accurately, and take effective action; learn and apply laws, rules, regulations, procedures, and policies; make arithmetic speed and accuracy; read and write English at a level required for successful job performance; meet and deal tactfully with the public, co-workers and/or clients, either face-to-face or by telephone and work independently with minimal direction.</p>

## DESIRABLE QUALIFICATIONS

- Positive attitude.
- Dependability and excellent attendance record.
- Excellent customer services skills.
- Excellent organizational skills.

## INTERPERSONAL SKILLS

Ability to exercise a high degree of initiative, independence, and originality.

**NOTE:** The incumbent will be on-call outside of normal working hours to assist in the State's medical response to a disaster.

## WORK ENVIRONMENT, MENTAL AND PHYSICAL ABILITIES

- Office environment, business dress for a professional office
- Ability to effectively handle stress, multiple tasks and tight deadlines calmly and efficiently
- Ability to communicate confidently and courteously with people of different backgrounds, different ethnic origins, and different personality types; with the general public, private sector professionals and people of various level of responsibility within state, local and the federal government.

### 11. SUPERVISOR'S STATEMENT: *I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE*

SUPERVISOR'S NAME (Print)  
Nancy Steiner

SUPERVISOR'S SIGNATURE

DATE

### 12. EMPLOYEE'S STATEMENT: *I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY*

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

EMPLOYEE'S NAME (Print)

EMPLOYEE'S SIGNATURE

DATE